

Proposed Measures for Illinois Code Part 731

- ◆ Mean Installation Interval
- ◆ Percent Installations Completed within CRDD
- ◆ Percent LEC Caused Missed Due Dates
- ◆ Percent of Trouble Reports within 30 days of Installation
- ◆ Percent Missed Repair Commitments
- ◆ Receipt to Clear Duration
- ◆ Percent of Out of Service Intervals < 24 hours
- ◆ Percent Repeat Trouble Reports
- ◆ Percent NXXs Loaded and Tested Prior to Effective Date

- ◆ Average Speed of Answer – Business Office
- ◆ Average Speed of Answer – Repair Office
- ◆ Trouble Report Rate
- ◆ Percent Trunk Blockage (Call Blockage)
- ◆ Missed Repair Appointments
- ◆ Missed Installation Appointments
- ◆ Percent Installations Completed within “X” Business Days
- ◆ Percent of Installation Commitments Met

- ◆ Percent LEC Caused Missed Due Dates Due to Lack of Facilities
- ◆ Average Delayed Days for Missed Due Dates Due to Lack of Facilities
- ◆ Average Delayed Days for LEC Caused Missed Due Dates
- ◆ Directory listing quality
- ◆ Directory listing timeliness